



My Healthy News

MHLA Participants' Newsletter

Welcome to My Health LA (MHLA)

We Are Here To Help You Get the Care You Need

Welcome to My Health LA (MHLA)! MHLA is a **free** health care program run by the Los Angeles County Department of Health Services (DHS). We have 150,000 participants like you in the program! We are here to help you get the health care you need.

When you enrolled, you chose a Medical Home Clinic. At your Medical Home Clinic, you can talk to someone you trust and get the care you need. You don't have to be sick to use MHLA. It is a good idea to see your doctor for a check-up even if you feel well. Please call MHLA Member Services at 1-844-744-6452 if you have questions.

Your medicines are **free** with the MHLA program! You have many options to get your medicines. Your Medical Home Clinic may have a pharmacy or dispensary inside of their clinic or a pharmacy that they like to work with. If you want to find a MHLA pharmacy closer to your home or work, call Ventegra at 1-854-444-7757. MHLA works with Ventegra to provide medicines to MHLA patients. Tell Ventegra you want

to pick up your medicines near your home or work. You can also visit <http://www.ventegra.com/mhla> to find a pharmacy near you. Always bring your MHLA ID card when you pick up your medicines!

Someday you may need to see a specialist at a Los Angeles County DHS hospital or clinic. Specialists are doctors that are trained to help you with a very specific health issue. When you go to DHS, they will ask you for your ID and may ask you to apply for other health care programs. This is a normal part of the process of getting care at DHS.

With MHLA, you can also get help with any mental health or substance abuse treatment service that you need. Talk to your doctor or call the phone numbers on the back of your ID card to get any of these services.

At MHLA, we understand the importance of your privacy. We **do not** report your MHLA participation to the United States Citizenship and Immigration Services (USCIS) or law enforcement. Thank you for enrolling in MHLA!



See Your Doctor at Your Medical Home Clinic Even If You Are Well!

Regular visits to your doctor are important to your well-being. You want regular check-ups to make sure you are staying healthy. You want to make sure your health problems do not get worse.

You want to be strong and independent. You want to be able to healthily spend time with your loved ones for a very long time. You also want your loved ones to be able to do the same.

Your doctors and nurses at your Medical Home Clinic can help keep you healthy. But to do this, they have to see you! Even if you are feeling well, it

is important to see your doctor every year or two.

Call your Medical Home Clinic to schedule your next doctor's appointment. At MHLA, you have a right to get a doctor's appointment within 21 days if you do not have an urgent medical issue. If you are sick or need to be seen right away, you can get an appointment within 96 hours of asking for it.

If you have any problems getting in to see your doctor in this time frame, or are being asked to wait a long time, please call MHLA Member Services at 1-844-744-6452.



My Health LA

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Happy holidays from all of us at My Health LA!

Your Access to Safe Durable Medical Equipment—Canes, Walkers, & More

If you have a serious injury or illness, your doctor may prescribe "Durable Medical Equipment" (DME) for you. You may be prescribed a cane or a walker to help you walk or maybe blood-sugar monitoring equipment to be used at home.

DME is meant to be used at home, once you leave your Medical Home Clinic. Your DME may be canes, crutches, walkers, asthma nebulizers, soft braces, or equipment to monitor diabetes. These are all FREE in the MHLA program.

If you need DME, talk to your doctor at your Medical

Home Clinic. If your doctor feels that you need DME, it should be at no cost to you. They may give you a prescription for your DME, or they may give you a new or a used DME at the clinic.

Whether you get new or used DME, your doctor will make sure the DME you get is safe for you. When you no longer need your DME, please return it to your Medical Home Clinic so that someone else can use it.

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Visit us online at:

<http://dhs.lacounty.gov/mhla>

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